

DISPATCHER OF THE MONTH

We are pleased to announce that SFO419 has been named DOTM!

Congratulations to this IPN Dispatcher of 3 years who is getting things done!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

SPOTLIGHT ON CLEVELAND

IPN Dispatchers love using the Pulsepoint app so it was great to see that Cleveland, Ohio EMS was added recently. Cleveland EMS typically operates 18 ambulances around the clock and is a separate agency from the Division of Fire, which operates a variety of apparatus out of 27 Stations.

It is awesome to have a large city in Ohio involved in the Pulsepoint program. Even more impressive is the fact that they include non-EMS responses by the fire department. This allows our members to get a heads up on significant incidents that can be transmitted to the IPN community.



Unfortunately, calls for this are not coding properly. Those who have enabled Cleveland EMS have seen an abundance of "Structure Fires." This is because every fire alarm activation, gas leak, burnt food event as well as actual building fires pop up as "Structure Fire." Hopefully, the issue will be resolved soon.

However, it remains a great tool for our dispatchers. We have already seen an increase in Cleveland coverage.

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10-17-2017 | 14:17| MAS|
Acton, MA (Middlesex
County)| 3 Alarm Fire| 5
Iris Ct| FD o/s Fire showing
from a 3rd floor apt, 2 &
3rd Alarms struck| MAS126

Photo by
Chuck Lowe



MAJOR BRUSH CALLS REVISION

In the past few months we have seen several massive brush fires in our coverage area. Some of these have resulted in the total destruction of homes, wineries, hotels and other structures. In the past, calls like this were kept in the Major Brush category with subsequent notifications to the Smoke Damage group. The secondary notifications, though numerous, helped various disaster recovery specialists stay apprised of structure and property losses.

The admin team saw that this was a source of confusion so we re-evaluated procedures on how to handle calls of this magnitude. One enhancement to the system would allow for the selection of multiple categories to ensure structure loss would not be missed. We are told this is a major undertaking for the programming team but it is on their to-do list. We will let you know when this feature becomes active.

Until then we ask that you continue to handle the Major Brush component as we have in the past. If structural resources are engaged in fighting a structure fire—even if it is within

the area effected by the Brush Fire or Major Brush fire—then send an additional page to the appropriate structure fire group. We know this is a major change from the way it has been done for the last two decades but our world is changing. We want to keep people informed on all levels. NOTE: please do not send a Smoke Damage page if you send the call to a structure fire group.

In addition, we would like to see updates indicating “total losses” of property to be paged in the appropriate brush category as an update. This is a great opportunity for an update! In addition to sending that update to the brush group, send a notification to the Smoke Damage group. It does not need to be sent to the structure fire category because it is a total loss and resources are not engaged.

Going forward, this is our policy on calls of this nature. It will not be revised in the guidelines. It is our hope that multi-select becomes a reality soon so that a re-write will not be necessary. Aren't you glad you read the newsletter?

CHAT ROOM

For those of you who use the Dispatcher Chat Room, please be aware of the following:

- Cursing, flaming, bashing, goading, bullying, instigating, or other inappropriate behavior is not tolerated and will subject the offender to discipline, up to and including loss of Chat Room access, loss of points and closing of the account.
- If you encounter a problem with a page or a dispatcher, please notify us at Support so we can investigate. Do not attempt to engage the offending party and also do not allow yourself to be abused by anyone in the room.
- Chat Room messages are monitored, logged and reviewed daily for quality assurance.

Ensuring a professional and respectful environment makes the Chat Room a pleasant experience for everyone. Thank you in advance for heeding these guidelines.



10-06-2017 | 13:51|
CAL| Goleta, CA
(Santa Barbara
County)| Major
Accident| Highway
101 & Storke Rd|
E11 O/S of a solo
veh rollover with
1 pt trapped in the
vehicle.| CAL161

Photo by
Zack Warburg
Photography

The stats are in for the month of September, and to our surprise, every state in the top five retained their spots from the prior month. As our veterans know, this rarely happens. A huge thank you to all of our Illinois dispatchers for stepping up their game these past few months. We sure do like seeing so many notifications from the land of Lincoln, and there's so much more to be paged out.

MONTHLY STATS

January	February	March	April
New York	Florida	Florida	Florida
California	New York	New York	California
Florida	California	California	New York
New Jersey	New Jersey	Mass	New Jersey
Texas	Mass	New Jersey	Illinois
Mass	Pennsylvania	Maryland	Mass
Pennsylvania	Maryland	Illinois	Texas
Wisconsin	Texas	Texas	Pennsylvania
Ontario	Wisconsin	Ohio	Ohio
Ohio	Illinois	Pennsylvania	Maryland

May	June	July	August	September
California	New York	California	California	California
Florida	California	New York	New York	New York
New York	Florida	Florida	Florida	Florida
Mass	Mass	Illinois	Mass	Mass
Illinois	Illinois	Mass	Illinois	Illinois
Texas	New Jersey	New Jersey	Texas	New Jersey
New Jersey	Pennsylvania	Texas	Pennsylvania	Ohio
Ohio	Ohio	Pennsylvania	New Jersey	Pennsylvania
Pennsylvania	Texas	Maryland	Ohio	Connecticut
Connecticut	Maryland	Connecticut	Maryland	Maryland

September of 2017 was almost 600 calls slower than the previous year. Everyone must have been taking advantage of the nice weather. Despite being a little slower the month still came in much higher than the September average. The monthly total was 18511 notifications system wide. A very impressive effort.

Rounding out the bottom five, New Jersey and Ohio both jumped two notches from the

prior month. They transmitted 835 and 831 calls respectively. Pennsylvania came up 5 calls short so they got bumped from their spot at number 7 to number 8. The 3rd smallest state, Connecticut, rallied and knocked Texas, the 2nd largest state, off the chart. Wow! As we have said before, anyone can make the top 10. It doesn't matter what the size of your state is. When great dispatchers put in the time to send amazing content anything is possible.

IPN excitedly welcomes new members to our dispatch family! Please take a second to say hello if they are in your area.

ARI018 - David
CAL016 - Eric
CAL044 - Tim
COL032 - Patrick
FLA051 - John

MNE030 - Jennifer
NCA024 - Blake
NMX033 - William
NYK112 - AJ
NYK139 - Zack

ONT023 - Ryan
ONT110 - Justin
PEN007 - Tyler
SFO039 - Hubert

METROFIRE RUNNING CARD

CAMBRIDGE

Box 391 - Pearl St & Auburn St

FIREGROUND CHANNEL				CAMBRIDGE CHANNEL 14 OR 16							
COVERING CHANNEL				CAMBRIDGE PRIMARY CHANNEL 1							
TO FIRE								COVER			
ALARM	ENGINES			LADDERS	SPECIAL	CHIEFS	ENGINES			LADDER	
1ST	E-2	E-6	E-5	L3, L1	R1, SQ2	Div 1					
W/F	E-1			L2	SQ4	Div 2	E9 to E2				BOS to L3
2ND	E-9	E-3		L4			BOS TO E3	ARL TO E4	BEL TO E8		SOM TO L1
3RD	E-4	E-8	SOM	(SOM)		SOM	WATN TO E1	BKLE TO E2	BOS TO E6		WAL TO L1
4TH	(WATN) 1	(BEL) 8	(BKLE) 2	(BOS) 3		BOS	WAL TO E1	BOS TO E2	NEW TO E8		BKLE TO L3
5TH	(WAL) 1	(BOS) 3	(ARL) 4	(BKLE) 3			CHE TO E1	BOS TO E3	MED TO E4		NEW TO L3
6TH	(CHE) 1	(MED) 4	(NEW) 8	(WAL) 1			MAL TO E1	LEX TO E4	WAL TO E8		MED TO L1
7TH	(MAL) 1	(LEX) 4	SAU	(MED) 1			MSSPT TO E1	STONE TO E4			MAL TO L1
8TH	(MSSPT) 1	EVE	REV	(MAL) 1			WINC TO E1				CHE TO L1
9TH	(WINC) 1	LYNN	MEL	(CHE) 1			WAKE TO E1				EVE TO L1
10TH	(WAKE) 1	WEST	QUI	(EVE) 1			WOB TO E1				REV TO L1
ADDITIONAL	ENGINES: BOS, MED, NEW.				LADDERS: BOS, LYNN, QUINCY				ISSUE Z 4/1/15		

WHAT'S IT CALLED?

Many agencies use the same terminology when it comes to alarm levels on a fire structure. For example, the image above represents pre-determined response protocols used by many agencies which make it easy for dispatchers to page out the appropriate alarm level on a structure fire. But what happens if your area or agency does not have this kind of terminology?

Some agencies will call out a fire as a Greater Alarm Fire, Major Emergency Fire, and Still and Box Alarm Fire. If this is the case, identify it as a 1 Alarm.

We do our best to include all kinds of alarm levels in the category selections. However, if there is a unique alarm designation in your area not listed, please contact support with details on what the alarm means and why it should be added. We will add it if it benefits the system.

CONTACT US

We want to hear from you and share it with other dispatchers! Please send us your article suggestions, incident photos, input, and feedback.

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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El Cajon, CA 92020

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Provide all necessary information. Spell street names and towns.

Text: hotline@incidentpage.net Toll-free Phone: 1-888-339-8259